

HEWLETT-PACKARD COMPANY

Intellectual Property Administration

P.O. Box 272400

Fort Collins, Colorado 80527-2400

PATENT APPLICATION

ATTORNEY DOCKET NO. 10006799-1

IN THE U.S. PATENT AND TRADEMARK OFFICE
Patent Application Transmittal LetterCOMMISSIONER FOR PATENTS
Washington, D.C. 20231

Sir:

Transmitted herewith for filing under 37 CFR 1.53(b) is a(n): (X) Utility () Design

(X) original patent application,

() continuation-in-part application

INVENTOR(S): Michael J. Borg et al

TITLE: Systems And Methods For Utilizing Printing Device Data In A Customer Service Center

Enclosed are:

- (X) The Declaration and Power of Attorney. (X) signed () unsigned or partially signed
(X) 5 sheets of drawings (one set) () Associate Power of Attorney
() Form PTO-1449 () Information Disclosure Statement and Form PTO-1449
() Priority document(s) () (Other) (fee \$)

| CLAIMS AS FILED BY OTHER THAN A SMALL ENTITY | | | | |
|--|---------------------|---------------------|-------------|---------------|
| (1) FOR | (2) NUMBER FILED | (3) NUMBER EXTRA | (4) RATE | (5) TOTALS |
| TOTAL CLAIMS | 25 — 20 | 5 | X \$18 | \$ 90 |
| INDEPENDENT CLAIMS | 4 — 3 | 1 | X \$80 | \$ 80 |
| ANY MULTIPLE DEPENDENT CLAIMS | 0 | | \$270 | \$ 0 |
| BASIC FEE: Design (\$320.00); Utility (\$710.00) | | | | \$ 710 |
| TOTAL FILING FEE | | | | \$ 880 |
| OTHER FEES | | | | \$ |
| TOTAL CHARGES TO DEPOSIT ACCOUNT | | | | \$ 880 |

Charge \$ 880 to Deposit Account 08-2025. At any time during the pendency of this application, please charge any fees required or credit any over payment to Deposit Account 08-2025 pursuant to 37 CFR 1.25. Additionally please charge any fees to Deposit Account 08-2025 under 37 CFR 1.16, 1.17, 1.19, 1.20 and 1.21. A duplicate copy of this sheet is enclosed.

"Express Mail" label no. EL737389702US

Date of Deposit March 28, 2001

I hereby certify that this is being deposited with the United States Postal Service "Express Mail Post Office to Addressee" service under 37 CFR 1.10 on the date indicated above and is addressed to: Commissioner for Patents, Washington, D.C. 20231.

By Terri Walker

Typed Name: Terri Walker

Respectfully submitted,

Michael J. Borg et al

By William H. MacAllister

William H. MacAllister

Attorney/Agent for Applicant(s)

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Date: 3/28/01

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